

Questions to be Addressed by the DHHS August 14th Presentation on the Implementation of the 1915 B-C Behavioral Health Waiver

1. Legislative members and staff have been contacted on numerous occasions by individuals with ongoing concerns about the ability of Western Highlands Network (WHN) to successfully operate as a managed care organization. When did the Department first become aware of problems at WHN?
2. What is the total amount of the WHN shortfall as of June 30, 2012? Did WHN have enough reserve funds to cover the shortfall? If not, how was the shortfall addressed? Were any of WHN's FY 11-12 liabilities/obligations carried forward to be paid from their FY12-13 capitation fund? If so, what is the anticipated impact on their FY12-13 operating fund?
3. Briefly describe the process DHHS undertook as of January 2012 to monitor WHN? When did DHHS first detect problems within WHN? What were the problems and what steps did DHHS take to address them?
4. Provide a summary of the problems that were identified in the Mercer review of the WHN operation.
5. SL 2011-264 directs that the LME/MCOs employ a set of managed care strategies and maintain fidelity to the PBH model. The Mercer review revealed that WHN failed to comply with these fundamental directives. What steps are being taken to assure the General Assembly that the LMEs that have transitioned and those who will transition will be held to these standards?
6. What are the options available to the DHHS to resolve the WHN situation? Which of these options will be used? If you have elected to allow WHN to engage in a monitored plan-of-correction, what compelling evidence do you have that they will be able to remedy these significant problems in a timely manner?
7. What is the DHHS plan to pay WHN service providers for all work performed through June 30, 2012 while ensuring that WHN consumers continue to receive the services they need?
8. Attached is the waiver schedule update that the Department provided at the May 15th HHS LOC. [JLOCHHS/Handouts/Waiver Update.pdf](#) Is this schedule still in effect?
9. According to the May 15th schedule, six MCOs, including those serving the largest population areas in the State, are scheduled to go on line January 1, 2013. What actions is the Department taking to ensure none of the problems that Mercer found in WHN will be repeated in the upcoming transition?
10. What support and technical assistance is being provided to the LMEs as they prepare to transition?